

PERFORMANCE WORK STATEMENT

TASK ORDER ID: 5TS57090181
PROJECT TITLE: SCOPE Enterprise Design Guidance and Evaluation (EDGE)
CLIENT: 38th Cyberspace Readiness Squadron (38 CYRS)
REVISION #2 DATE: 06 FEB 13
REVISION #1 DATE: 06 OCT 11
ORIGINAL DATE: 10 Nov 09
CONTRACT TYPE: Time and Materials with Cost Reimbursable Travel
CONTRACT VEHICLE: GSA Alliant Government Wide Acquisition Contract (GWAC)

1. BACKGROUND / SCOPE / APPLICABLE DOCUMENTS.

1.1. Background: The purpose of this Performance Work Statement (PWS) is to provide technical support and materials to the 38th Cyberspace Readiness Squadron (38 CYRS). SCOPE EDGE has two primary missions:

- 1.1.1. Network Compliance and Optimization. SCOPE EDGE Network Health Assessments determine Air Force (AF) network compliance with applicable Technical Orders (TOs), Time Compliance Technical Orders (TCTO), directive publications, command, control, communications and computer (C4) notice to airman (NOTAM), Defense Information Systems Agency (DISA) Security Technical Implementation Guides (STIGs), approved Air Force architectures and other instructions that pertain to equipment and service configuration management. Additionally, each system functional area assesses the level of maturity and provides recommendations to optimize and secure the network and fix any problem areas encountered. As part of the optimization process, SCOPE EDGE provides technical expertise and training to personnel and promotes sharing of best practices across the networks visited. SCOPE EDGE partners with lead commands and higher AF decision makers on network guidance and design and also provides feedback on disconnects in guidance as well as information on new/additional requirements needed to meet the warfighting mission. Services are performed primarily on Department of Defense (DoD) sites, to include AF bases and Air Force Central Command (AFCENT) locations.
- 1.1.2. Special Maintenance Teams. SCOPE EDGE Special Maintenance Teams (SMTs) mobilize quickly at the request of major commands (MAJCOMs), Network Control Centers (NCCs), Integrated Network Operations and Security Centers (I-NOSCs), and MAJCOM Communication Coordination Centers (MCCCs) to reconstitute failed or failing networks and provide network engineering expertise.

1.2. Scope.

- 1.2.1. The contractor shall provide technical support to 38 CYRS, in network compliance assessment, analysis, performance-tuning, baselining, and optimizing networks. Additionally, contractors shall be responsible for database and data gathering script maintenance, as further outlined in this PWS.
- 1.2.2. All contractors may be required to travel to worldwide locations, including contingency locations, as further outlined in this PWS.
- 1.2.3. Performance of services during crisis declared by the National Command Authority or Overseas Combatant Commander. All of the services described in this contract are required during crises declared by the National Command Authority or Overseas Combatant Commanders. Accordingly, during such crises, and during missions whose nature is determined by the Government to be of high importance to network security or

mission accomplishment, all contract employees will be designated as Mission Essential by the Government.

- 1.2.4. The Contractor shall provide personnel, any materials not provided by the government, supervision, and other resource items and services necessary to perform tasks required to comply with this PWS.

1.3. Applicable Regulations and Documents. The following documents (versions current at time of award) are a part of this contract. Succeeding revisions may be substituted or incorporated as required.

- Title 44 United States Code Sections 3541-3549 (Federal Information Security Management Act (FISMA))
- Title 10 United States Code Section 2224, Defense Information Assurance Program
- Office of Management and Budget Circular A-130 (Revised), Management of Federal Information Resources, November 28, 2000
- NIST Special Publication 800-37, Revision 1, Guide for Applying the Risk Management Framework to Federal Information Systems, February 2010
- DODD 4630.5 Interoperability and Supportability of Information Technology (IT) and National Security Systems (NSS), May 5, 2004
- DODD 8500.1, Information Assurance (IA), October 24, 2002
- DODD 8570.1, Information Assurance (IA) Training, Certification and Workforce Management, August 15, 2004
- DODI 8581.01, Information Assurance (IA) Policy for Space Systems Used by the Department of Defense, June 8, 2010
- DODI 8500.2, Information Assurance (IA) Implementation, February 6, 2003
- DODI 8580.1, Information Assurance (IA) in the Defense Acquisition System, July 9, 2004
- DODI 8510.01, DOD Information Assurance Certification and Accreditation Process (DIACAP), November 28, 2007
- CJCSI 6212.01F, Interoperability and Supportability of Information Technology (IT) and National Security Systems, March 21, 2012
- AFI 33-115 vol 1, Network Operations (NETOPS), May 24, 2006
- AFI 33-138, Enterprise Network Operations Notification and Tracking, November 28, 2005
- AFDI 33-2, Information Assurance (IA) Program, April 19, 2007
- IT Lean Reengineering and SSSU Process Guidebook, October 24, 2008
- AFI 33-xxx-series AFDs, AFDDs, AFIs
- MAJCOM Supplements and Local Wing Supplements
- CJCSI 6510.01F, Information Assurance (IA) and Support to Computer Network Defense (CND)

2. EXPERTISE REQUIREMENTS and TASK REQUIREMENTS. The Contractor shall provide support for the tasks described in the subsequent paragraphs below. The Government representative(s) will provide project-specific tasks, identify priorities, and establish completion dates for all tasks related to the requirements defined in the PWS.

2.1. Specific Experience and Expertise.

- 2.1.1. The contractor shall provide a work force possessing the skills, knowledge, experience, training and required certifications. While the professional certifications are the minimum requirements, it is desired that all contractors have experience working in the AF Information Technology (IT) environment and be familiar with the AF IT regulatory requirements. Verification of all professional certifications shall be provided in hard copy to the Government (which may include Quality Assurance Personnel, Contracting Officer's Technical Representatives, Task Monitors, and Section or Flight Chiefs) prior to the individual performing task requirements. Any exceptions to this requirement will be

handled on a case by case basis and any waiver of the certification requirement is intended to be a temporary measure to facilitate employment of qualified individuals and not as a means to prolong the employment of those who have not completed certification or have allowed their certification to lapse. The contractor may utilize a single resource to provide support under one or more CLINs as required (i.e. traveling contractors may also provide support under CLIN 04 and CLIN 05 as required).

2.1.2. SCOPE EDGE Contractor Support.

2.1.2.1. All contractor personnel shall possess an appropriate Information Assurance Technician (IAT) Certification as required by DoD 8570.01-M (attachment A), Table AP3.T1 (available through DoD publications channels and websites), prior to requesting elevated privileged access to AF Networks. The Government will not provide elevated privileged access to AF Networks until the contractor has obtained the required certification. Newly assigned contractor personnel will NOT be required to possess any (IAT) certification at the time of initial assignment because they will not have the elevated network privileges that require such certification. Newly assigned contractor personnel shall remain in such status (newly assigned not requiring IAT certification) for a maximum of 30 days after the start date (first day the contractor provides billable support). Contractor personnel that fail to obtain the required IAT certification within the established time parameters shall be immediately removed from the task order. The IAT certification (Level I, II or III) required will vary depending on the contractor's position and tasks as outlined in this document. Additional certifications required are outlined in subsequent paragraphs.

2.1.2.2. In accordance with the requirements of DODI 8500.2 (attachment B) all contractors with Information Assurance (IA) administrative privileges as part of their roles as defined in the sections that follow ("Network Management", "Information Protection", "Network Administration" and "Computer and Configuration Management") shall have undergone a favorable DoD Single Scope Background Investigation (SSBI) or have one in progress within one month of being assigned to the task. Top Secret Security clearances shall be obtained and possessed by 10%, but not less than one individual staffing member, of the overall staffing for each functional area.

2.1.2.3. SCOPE EDGE Traveling Contractors. All SCOPE EDGE traveling contractors shall function as an expert in one of the three functional areas identified below and shall have the certification(s) as identified in PWS attachment G. The DoD 8570.01-M IAT level II certification requirements will apply to all of the traveling contractor positions within each functional area. The DoD 8570.01-M IAT level III certification requirements will apply to one third (1/3) of the traveling contractor positions within each functional area.

- Network Administration
- Network Management
- Information Protection

2.1.3. Support Contractors. Contractors fulfilling support functions shall have the certification(s) as identified in PWS attachment G. The certifications identified are considered minimum requirements; higher level certifications are desirable but not required.

2.2. CLIN 02 – Contract/Program Management. The contractor shall provide an off-site Contract/Program Manager that is located within 50 miles of Scott AFB, IL. The Contract/Program Manager shall be responsible for the performance of the work and shall act as the primary liaison between the individual contractors and the Government in matters related to

contract and Federal Acquisition Regulation interpretation. The name of the Contract Manager and alternate(s) who shall act for the contractor when the Contract Manager is absent, shall be designated in writing to the Contracting Officer (CO) at the time of award, or immediately after replacement during the life of the task order.

- 2.2.1. The contractor shall schedule, facilitate, and document (DELIVERABLE A001) a Program Management Review (PMR) each quarter with 38 CYRS for the duration of the task order. The PMR shall be a forum to review task progress, determine additional areas for inclusion, and adjust project resources, milestones and enterprise-wide assessment/visit schedules based on current progress, new guidance, or policy.
- 2.3. CLIN 03. SCOPE EDGE General Task Requirements (to be performed by all SCOPE EDGE contractor personnel). General task requirements include, but are not limited to, those listed in the paragraphs below.
 - 2.3.1. Contractor personnel shall identify and provide recommendations for correcting sub-optimal network configurations and implementations. Contractors shall coordinate with appropriate Local Area Network personnel and local leadership to approve and oversee configuration changes. Contractor personnel shall provide remote support to advise and assist field locations in the same way by phone, video teleconference and electronic mail.
 - 2.3.2. All contractor personnel shall provide rapid response ("Strike Team") support to sites in the form of telephone consultation, remotely logging on to/accessing the system and troubleshooting problems, or by deploying to the field locations within 48 hours of the request.
 - 2.3.3. The contractor shall produce detailed technical white papers on topics selected by the Government, as required. (DELIVERABLE A002)
 - 2.3.4. The contractor shall provide checklists and recommendation/best practice documents as required. (DELIVERABLE A003)
 - 2.3.5. The contractor shall, at the Government's request, perform reviews and provide technical comments, in Government requested format, on documents such as: AF policies and procedures, Air Force Instructions (AFIs), working drafts, AF Technical Orders (TOs), Defense Information Systems Agency Security Technical Implementation Guides (DISA STIGs), and other technical documents created and reviewed within the DOD.
 - 2.3.6. When called upon by the Government, the contractor shall support SCOPE EDGE as subject matter experts.
 - 2.3.7. As a group (reference clarification immediately below), the contractors shall be capable of writing Practical Extraction and Report Language (PERL) & Visual Basic (VB) scripts, and command sequences, as directed by the Government, to aid in the automated collection, compilation, sorting, storing, and reporting of data required to perform the SCOPE EDGE mission. All such products shall become the property of the Government.
 - 2.3.7.1. Clarification - While each individual contractor will not be called upon to perform each of these tasks, the Government requires that the overall contractor staff possess aggregate skills and expertise that are required to successfully complete all task requirements.
 - 2.3.8. The contractor shall provide network support to exercises as required by Government.
 - 2.3.9. The contractor shall attend, as required by the Government, training briefings given by the 38 CYRS or base Judge Advocate (JA) and other AF and DoD authorities on

networks, information security, deployments, Law of Armed Conflict, etc. The contractor, as required by the Government, shall complete available on-line training courses on the aforementioned subject matter.

- 2.3.10. The contractor shall provide training to selected Government personnel in their area of expertise as required by the Government. The contractor provided training shall include, but is not limited to, On-the-Job (OTJ) training that includes the demonstration of procedures for primary job functions, classroom style training on technical topics in their areas of expertise, and individual training on specific topics in their areas of expertise.

2.4. CLIN 04. Specific SCOPE EDGE Traveling Task Requirements (to be performed primarily by the traveling contractor personnel). Specific traveling task requirements include, but are not limited to, those listed in the subsequent paragraphs below.

- 2.4.1. Prior to every scheduled visit, contractors shall collect and analyze configuration data as assigned by the Government. This data shall consist of network diagrams, router and switch configurations, firewall or other boundary device configurations, file and e-mail server configurations, and performance metrics, gathered from the location or other data elements, as appropriate to perform the required tasks. The contractor shall collect the configuration and existing state data using remote tools, analyze the data, and develop recommended changes to the site's network configuration to optimize the site in the areas of network management, network administration, and/or information protection. This information shall serve as the basis to provide a data package to the team lead identifying areas to enhance the network's speed, robustness, security, and operational capability and will also be a technical baseline for review of completed trip reports. This data package shall be combined with all data and recommendations from the site visit to create one data package for the visit (DELIVERABLE A004).

- 2.4.2. The contractor shall provide network engineering and technical support to SCOPE EDGE teams for unclassified, classified, in-garrison, and deployed networks. The contractor shall analyze and recognize sub-optimal configurations of network architectures and network devices or systems. The contractor shall operate Government provided network and cable analyzers to collect information about network performance and shall devise strategies to resolve deficiencies.

- 2.4.2.1. The SCOPE EDGE traveling contractors shall, in addition to optimization, verify compliance with DISA STIGs, Air Force Communications Tasking Orders (AFCTOs), AFIs, TOs, Time-compliance Technical Orders (TCTOs), and other DoD guidance using Government-furnished checklist documents.

- 2.4.2.2. As required, the contractor shall provide input to a daily status update detailing accomplishments, findings, and issues for any particular day on a site visit (DELIVERABLE A005).

2.4.3. Network Administration contractors shall complete the tasks identified in the subsequent paragraphs.

- 2.4.3.1. As required, the contractor shall configure, secure, troubleshoot, and optimize AF-standard and industry equipment and applications identified below.

- Microsoft Server
- Microsoft Exchange Server
- Mail Relays/Gateways
- Microsoft SharePoint Server Portal
- Network and Workstation/Client operating systems
- Blackberry Servers

- Window Server Update Services (WSUS)
- Microsoft Systems Center Configuration Manager (SCCM)
- Password Policy Enforcer (PPE)
- Internet Information Services (IIS)
- Microsoft Systems Management Server (SMS)

2.4.3.2. Network Administration contractors shall use administrative & optimization tools provided by the Government in the assessment and analysis process. The tools include, but are not limited to, those listed below.

- Microsoft Baseline Security Analyzer (MBSA)
- Microsoft Exchange Best Practices Analyzer
- Microsoft Remote Server Administration Tools (RSAT)
- Network Access Protection (NAP)
- Trivial File Transfer Protocol (TFTP) Server
- Terminal Server (packaged with operating system)

2.4.4. Network Management contractors shall complete the tasks identified in the subsequent paragraphs.

2.4.4.1. As required, the contractor shall configure, secure, troubleshoot, and optimize all AF-standard network infrastructure devices, network architectures, and network management solutions commensurate with the required certification.

2.4.4.2. Additionally, as a group (reference 2.3.7.1.), the contractor responsibilities include, but are not limited to, the ability to perform the tasks identified below. As required, the contractor shall complete the tasks identified below.

- Configure, secure, troubleshoot, and optimize Cisco, Avaya/Nortel, Enterasys, Foundry/Brocade, Juniper, and 3-Com/Hewlett-Packard hubs, bridges, switches, and routers
- Configure, secure, troubleshoot, and optimize network management solutions including but not limited to HP Openview, EMC Smarts, Cisco Prime Lan Management Solution (LMS), and Solarwinds Orion
- Draw and edit detailed network diagrams using Microsoft Visio
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- Configure, set up, secure, troubleshoot, and optimize Remote Access Servers
- Configure, secure, troubleshoot, and optimize Serial Links for Channel Service Unit/Data Service Unit (CSU/DSUs) and Pair Gain equipment.
- Configure Ethernet, Fast Ethernet, and Gigabit Ethernet
- Troubleshoot and resolve media problems with fiber, twisted pair, and coaxial cable
- Configure, secure, troubleshoot, and optimize Simple Network Management Protocol (SNMP) on Cisco, Avaya/Nortel, Enterasys, Foundry/Brocade, Juniper, and 3-Com/Hewlett-Packard hubs, bridges, switches, and routers
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- Configure, secure, troubleshoot, and optimize Cisco CallManager
- Perform analysis and prepare recommendations

2.4.5. Information Protection contractors shall complete the tasks identified in the subsequent paragraphs.

2.4.5.1. As required, the contractor shall configure, secure, troubleshoot, and optimize all AF-standard network boundary devices and systems including those identified below.

- Web Proxies
- Firewalls
- Domain Name System/Berkeley Internet Name Domain (DNS/BIND)
- Sendmail
- Wireless solutions & wireless discovery solutions.
- Remote access solutions and VPN solutions
- Mail relay/security solutions
- Host Based Security System (HBSS)
- Vulnerability scanners
- Antivirus and antivirus management solutions

2.4.5.2. Additionally, as a group (reference 2.3.7.1.), the contractor responsibilities include, but are not limited to, the ability to perform the tasks identified below. As required, the contractor shall complete the tasks identified below.

- Generate and edit scripts
- Secure, optimize, and troubleshoot:
 - Microsoft Internet Security & Acceleration (ISA) Server
 - Blue Coat AV
 - Solaris, Linux, and other UNIX operating systems
- Cisco FWSM, PIX, and ASA Configure and operate DoD, DISA, and National Security Agency (NSA) available and/or mandated Information Assurance tools

2.4.6. Team Chief responsibilities include, but are not limited to, the tasks identified below.

2.4.6.1. At the Government's discretion, and on an "as needed" basis, a SCOPE EDGE traveling contractor may be appointed by the flight chief to serve as a team chief, which may entail, but not be limited to, the responsibilities identified below.

2.4.6.1.1. The appointed Team Chief shall perform all Team Chief tasks as outlined in the Team Chief mission checklist (PWS attachment C). Additionally, the contractor shall assist in their primary functional area; however, the Team Chief shall not fulfill that functional role in addition to the Team Chief role.

2.4.6.1.2. The appointed Team Chief shall coordinate with INOSC, MAJCOM, base-level, and any other required personnel to schedule and coordinate all SCOPE EDGE visits. Additionally, this same contractor Team Chief shall perform internal coordination necessary to ensure a fully staffed team, make appropriate travel arrangements, and ensure all arrangements and preparations are completed to support the visit for which he/she is the Team Chief.

2.4.6.1.3. During the site visit, the appointed Team Chief shall lead the activities of the team and establish a schedule which shall result in accomplishment of the visit goals, as outlined in the appropriate Government checklists and guides, and articulated by the Government.

2.4.6.1.4. Upon return to home station, the appointed Team Chief shall coordinate the development of, and deliver to the Government, a report in accordance with the Government furnished template and track the report through to completion. (DELIVERABLE A006).

2.4.6.1.5. The appointed Team Chief shall ensure the site visit is conducted in accordance with the appropriate Government regulations and instructions. In

no case shall the contractor Team Chief make alterations to the visit length or travel accommodations which may impact the overall cost, without the written concurrence of the Government.

2.4.7. SUB-CLIN 04A. Recruitment and retention incentives in accordance with the Department of State Standardized Regulations (DSSR) may be authorized for contractors providing traveling support. Danger Pay and Post (Hardship) Differential allowances for such travel will be authorized in accordance with the DSSR. The allowances for such costs shall be identified separately. The allowance for a specific location, as determined by the Department of State Office of Allowances, will be considered effective when the contractor lands on the ground of such location (i.e. "wheels down").

2.5. CLIN 05. Specific Support Contractor Task Requirements (to be performed primarily by the support contractor personnel). Specific support task requirements include, but are not limited to, those listed in the subsequent paragraphs below.

2.5.1. SUB-CLIN 05A. Computer & Configuration Management (CCM).

2.5.1.1. The contractor(s) shall operate and manage the SCOPE EDGE computer systems, including but not limited to: computers using all versions of Microsoft Server2003, Server 2008, Sever 2012, Windows 7, and all current and future DoD Standard Desktop versions. The contractor shall be responsible for software and configuration management of the existing systems and future operating system upgrades. This equipment will include:

- Laptop Computers and monitors for each contractor and government member (with spares)
- SCOPE EDGE Lab servers and associated network equipment and cables
- Associated equipment (i.e. - docking station, keyboard, mouse, , carrying case, spare/external Hard Disk Drives as needed, etc)
- Other computer related hardware as required

The contractor shall provide a monthly computer configuration status report (DELIVERABLE A007) in a format acceptable to, but not dictated by, the Government. The contractor shall develop extensive continuity procedures covering all applications in use within 38 CYRS/SCO. Continuity procedures shall be created within the MS Office Suite of tools, and retained within an 38 CYRS/SCO continuity binder (DELIVERABLE A008). The binder shall be reviewed, and refreshed as necessary, on a quarterly basis. All information shall be available in both hard copy and soft copy format.

2.5.1.2. The CCM contractor shall provide configuration management of all laptops, travel kits, and all home station computers, including the installation of all current and future DoD Standard Desktop versions as well as all other home station equipment. The contractor(s) shall be responsible for setting up 38 CYRS/SCO computers including maintaining their operation, as well as hardware and software configuration control. The contractor(s) shall be responsible for configuring, maintaining, packaging, delivery to shipping pick-up location, tracking and retrieving SCOPE Genesis systems for use at remote sites. The contractor shall ensure that all 38 CYRS/SCO equipment is in compliance with communications-computer security instructions and regulations, AF, MAJCOM and local operational configurations and procedures, including periodic completion of system security certification research and documentation as required by governing AF and DoD regulations.

- 2.5.1.3. The CCM contractor(s) shall track COTS licenses and identify to the COTR when any licenses are due for renewal. The contractor shall support EVE in identifying the licenses whose currency is essential for the program systems operations and notify the COTR for resolution of installation or interface problems associated with COTS or GOTS software.
- 2.5.1.4. The CCM contractor may be appointed as 38 CYRS/SCO's Primary or Alternate Equipment Custodian (EC) as required. All Automated Data Processing Equipment (ADPE) assigned to the 38 CYRS/SCO ADPE account shall be maintained and accounted for by the EC as required. The EC shall comply with Air Force Instruction 23-111, Management of Government Property in Possession of the Air Force and Air Force Instruction 33-112, Information Technology Hardware Asset Management. The EC shall verify all equipment is accurately listed in the Information Processing Management System (IPMS) and shall work closely with the Base EC Officer. The EC is responsible for performing and documenting the annual ADPE Inventory (DELIVERABLE A009) in accordance with local procedures and schedules determined by the Base Equipment Management Office.
- The inventory will vary; however, it typically consists of items that support either daily operations or the SCOPE EDGE lab. This includes, but is not limited to, approximately 100 laptops, 40 servers or similar network support equipment, a mix of approximately 50 networking items (routers, switches, firewalls/wireless access points, etc), 150 computer monitors of varying types, and other miscellaneous support equipment items (Uninterruptable Power Supplies, projectors, printers, etc).
- 2.5.1.5. The contractor will be appointed and shall serve as the certified Client Support Administration (CSA) for 38 CYRS/SCO. The contractor shall complete all Government provided training required prior to CSA appointment.
- 2.5.2. SUB-CLIN 05B. The contractor shall perform analysis utilizing statistical methods (i.e., Root Cause Analysis, Trend Analysis, etc.) and industry knowledge to highlight operations and maintenance issues, vulnerability trends, operator skill deficiencies, etc. Contractor personnel shall identify and provide recommendations (DELIVERABLE A010) for correcting reoccurring network compliance and optimization issues and work with 38 CYRS and other agencies to correct deficiencies. This includes but is not limited to providing formal input to the AF TO process, Air Education and Training Command (AETC) training plans, AF standards development, enterprise architecture changes, and 38 CYRS leadership.
- NOTE: A sample of DELIVERABLE A010 will be released upon receipt of a written request sent to the GSA Contracting Officer.
- 2.5.3. SUB-CLIN 05C. Contractors from each functional area shall maintain the SCOPE EDGE lab environment to enable utilization for training and testing purposes. The equipment for the SCOPE EDGE lab will be provided by the government.
- 2.5.4. SUB-CLIN 05D Technical Writer/Technical Checklist Manager (TCM). The TCM shall be responsible for the entire checklist process. The contractor shall manage the checklist data repository, coordinate all checklist changes with technical points of contact, provide new checklists when significant changes have been made, and track all newly released AFI's for inclusion in the checklists. Additionally, the TCM shall be responsible for ensuring report templates are current. The TCM shall be responsible for tracking, reviewing, and filing all reports in accordance with AFMAN 33-363. The TCM shall detect and coordinate the correction of technical errors and inconsistencies in the checklists.

- 2.5.4.1. The contractor shall submit a report in accordance with the Government furnished format after each SCOPE EDGE visit detailing the problems uncovered, the actions performed, the recommendations left, and metrics outlining the additional benefit gained by the recipient of the site visit. (DELIVERABLE A006)
- 2.5.4.2. Trip Status Summary. The TCM shall review all reports for technical accuracy and precision and provide a weekly trip report status sheet detailing the status of every report until release. (DELIVERABLE A011)
- 2.5.4.3. Data Collection. When requested by the government the TCM shall extract and compile best practices and lessons learned reports and provide a consolidated document to the government in a format developed by the contractor and approved by the government. (DELIVERABLE A012).
- 2.5.5. SUB-CLIN 05E. SSDBA and SDP functions. To support daily operations, the 38 CYRS uses Windows Server-based storage and SharePoint to track and store information and the SCOPE Genesis system to support traveling missions. In addition, SCOPE EDGE utilizes a network lab to test recommended configurations and solutions. Configuration and maintenance of these systems is integral to the SCOPE EDGE mission. The contractor shall, as a group (reference 2.3.7.1.), configure and maintain these systems per requirements listed below. If necessary to meet changing needs and technology, the contractor shall work with the government to develop new options to support the mission.
- Configure and maintain the SCOPE Genesis image, host systems, and peripheral systems.
 - Configure and maintain 38 CYRS/SCO SharePoint environment in cooperation with other 38 CYRS flights and IAW government guidance.
 - Configure and maintain data storage servers for 38 CYRS/SCO.
 - Maintain backups of data for minimum of 5 years or per government guidance.
 - Configure and maintain the SC�PE EDGE Lab.
 - Other capabilities as defined by the government.
- 2.5.6. Meetings, Briefings, Papers, and Reports (DELIVERABLE 013). The contractor shall prepare meeting minutes, briefings, background papers, trip reports, bottom line electronic mail (BLEM), and other correspondence as required and present to DOD and AF higher headquarters, 38 CYRS, MAJCOMs, Field Operating Agencies (FOAs), Direct Reporting Units (DRUs), Working Groups, etc. The contractor shall attend meetings, VTCs, working groups, briefings, etc., as required, providing technical and engineering expertise for 38 CYRS. When called upon by the government, the contractors shall support 38 CYRS/SCO at meetings, both local and those requiring TDY, to provide technical comments within their areas of expertise.
- 2.6. CLIN 06. Contractor Provided Training. The contractor shall provide training to contractor personnel as needed to keep pace with changing technologies. Due to the requirement for the contractors and the military members of 38 CYRS/SCO to be the subject matter experts in their field, the training will be used to fill in predicted gaps in expertise created by adoption of new technologies as they become industry standards. This training may include commercial conferences where other networking professionals, from both Government and private industry, share networking ideas, tips, techniques, and information on tools, etc with other attendees. The contractor shall pay all tuition, fees and travel costs associated with the training and the Government will pay labor hours for the time spent in attendance up to 8 hours per day per attendee. The Government must approve the scheduled time away in writing and will base its determination on existing operational commitments. FOR INFORMATIONAL PURPOSES ONLY: Previous training provided by the contractor in support of the subject task for an estimated period

of one year included four separate classes with a total of 10 students attending the various classes resulting in an approximate expenditure of 244 labor hours.

3. **QUALITY.** Both the contractor and Government have responsibilities for providing and ensuring quality services, respectively.

3.1. **Quality Control.** The contractor shall establish and maintain a complete Quality Control Plan (DELIVERABLE A014) to ensure the requirements of this contract are provided as specified in accordance with the applicable Inspection of Services Clause. The CO will notify the contractor of acceptance or required modifications to the plan. The contractor shall make appropriate modifications (at no additional costs to the government) and obtain acceptance of the plan by the CO. The Government has the right to require revisions of the Quality Control Plan (at no cost to the Government) should the incorporated plan fail to control the quality of the services provided at any time during the contract performance. The plan shall include, but is not limited to the following:

- A description of the inspection system covering all services listed.
- The specification of inspection frequency.
- The title of the individual(s) who shall perform the inspection and their organizational placement.
- A description of the methods for identifying, correcting, and preventing defects in the quality of service performed before the level becomes unacceptable.

On-site records of all inspections conducted by the Contractor are required. The format of the inspection record shall include, but is not limited to, the following:

- Date, time, and location of the inspection.
- A signature block for the person who performed the inspection.
- Rating of acceptable or unacceptable.
- Area designated for deficiencies noted and corrective action taken.
- Total number of inspections.

3.2. **Quality Assurance.** The Government will perform periodic reviews of the contractor's performance in accordance with the Government's Quality Assurance Surveillance Plan (QASP) and the Service Delivery Summary (SDS). The Government reserves the right to review services to be provided, including those developed or performed at the Contractor's facilities, to determine conformity with performance and technical requirements. Government quality assurance will be conducted on behalf of the CO. The COTR will be appointed to coordinate the overall quality assurance of technical compliance.

4. **DELIVERABLES.** Deliverables and due dates are identified in subsequent paragraphs.

4.1. **Contractor Submission.** Deliverables are to be transmitted with a cover letter, on the prime contractor's letterhead, describing the contents, electronically through GSA's web-based procurement system, Information Technology Solutions Shop (ITSS), and to any other destination(s) as required per the Government's request. The contractor shall provide hard copy deliverables as required per the Government's request. All deliverables shall be produced using recommended software tools/versions as approved by the Government. All reports shall be accomplished utilizing the MS Office Software Suite to include MS Project as required.

4.2. **Government Review.** Government personnel will have 10 workdays to review deliverables (to include resubmissions) and provide written acceptance/rejection. The client representatives/COTR will notify the contractor of deliverable acceptance or provide comments in writing. The contractor shall incorporate Government comments, or provide rationale for not doing so within 5 days of receipt of comments. Government acceptance of the final deliverable

will be based on resolution of Government comments or acceptance of rationale for non-inclusion. Additional changes volunteered by the contractor will be considered a resubmission of the deliverable.

4.3. Deliverable Rights. All test materials, documents, notes, records, software tools acquired, and/or software produced by the contractor under this PWS shall become the property of the U.S. Government, which shall have unlimited rights to all materials and determine the scope of publication and distribution. The contractor shall be required to deliver electronic copies of all documents, notes, records and software to the Government quarterly and upon termination of the contract services or expiration of the contract period.

4.4. Monthly Invoice (DELIVERABLE A015). The contractor shall provide a monthly invoice to be submitted simultaneously with the monthly status report (DELIVERABLE A016). The invoice shall be prepared utilizing a CLIN-based structure with separate totals identified for each CLIN. The invoice shall include but not be limited to:

- Labor hours expended. The labor hours expenditure information shall include the identification of the employee name, labor category, hourly labor rate, and total number of labor hours expended. CLIN structure required.
- Post (Hardship) Differential and Danger Pay Allowance Labor hours expended. CLIN structure required. The allowance labor hours expenditure information shall include the identification of the employee name, labor category, post (hardship) differential and danger pay location, premium percentages, hourly premium labor rates, dates in all locations, and total number of labor hours expended. The required supporting allowance information shall be submitted in the format provided via PWS attachment D.
- Timecards. The contractor shall provide a copy of each employee's timecard/sheet. The timesheet shall identify the contractor employee name and number of hours claimed per day.
- Travel costs. CLIN structure required.
- Supporting documentation for travel costs. Invoices including travel costs shall include supporting documentation as required by the FTR (receipts for all costs \$75.00 or greater). Invoice submissions including travel costs shall include completed travel expense sheets for each trip for each employee. The required travel expense sheet format is provided via PWS attachment D.

4.5. Monthly Status Report (DELIVERABLE A016). Monthly status reports shall include status of tasks, schedules, deliverables, current and cumulative task funding status (direct labor and travel funding status to be reported separately as required), outstanding issues, and proposed resolution approaches and actions to resolve any outstanding issues. Status of tasks shall include a summary description and schedule of all tasks completed during the reporting period, all tasks currently on-going during the reporting period and all known tasks assigned for future reporting periods. The monthly invoice shall be submitted simultaneously with the monthly status report.

4.6. Deliverable Matrix.

| Title | Description | Due Date |
|-------------------|---|---|
| Deliverable A001. | PMR Documentation. | Quarterly with the PMR. |
| Deliverable A002. | White Papers. | To be determined at the time the project specific task is assigned to the contractor. |
| Deliverable A003. | Checklists and recommendations/best practices Document. | To be determined at the time the project specific task is assigned to the contractor. |
| Deliverable A004. | Trip Data Package. | Upon date of visit completion. |
| Deliverable A005. | Daily Status Update. | Daily while on trips. |

| | | |
|-------------------|--|---|
| Deliverable A006 | SCOPE EDGE Visit Report. | NLT 10 work days after visit completion. |
| Deliverable A007. | Computer Configuration Status Report. | The 10 th calendar day of the month following the reporting period. |
| Deliverable A008. | Continuity Binder. | Due within 90 calendar days of period of performance start date. After Government acceptance, the continuity documentation shall be updated quarterly to accurately reflect the changes. The updated documentation shall be available for Government review at all times. |
| Deliverable A009. | Annual ADPE Inventory. | NLT 30 calendar days after the annual period end date. |
| Deliverable A010. | Technical Recommendations. | To be determined at the time the project specific task is assigned to the contractor. |
| Deliverable A011. | Weekly Trip Report Status Sheet. | NLT than the first work day of each work week. |
| Deliverable A012. | Best Practices & Lessons Learned Report. | To be determined at the time the project specific task is assigned to the contractor. |
| Deliverable A013 | Meetings, Briefings, Papers, and Reports. | To be determined at the time the project specific task is assigned to the contractor. |
| Deliverable A014 | Quality Control Plan. | Submission due concurrent with contractor quote. If requested, a final QCP shall be furnished for acceptance by the GSA Contracting Officer addressing any Government comments provided no later than 30 calendar days after task order award. |
| Deliverable A015 | Monthly Invoice. | The 10 th calendar day of the month following the reporting period. |
| Deliverable A016 | Monthly Status Report. | The 10 th calendar day of the month following the reporting period. |
| Deliverable A017 | Task Order Management Plan. The contractor shall provide a task order management plan that describes the technical approach, organizational resources, and management controls proposed for task performance. At a minimum, the plan shall address the management of certifications, travel, and training. The plan shall be available for Government review at all times. | Draft due with quote. Final due 30 calendar days after period of performance start date. |

4.7. Other Reporting Requirements. In addition to the deliverable requirements identified above, the contractor shall comply with the following:

- The contractor shall bring problems or potential problems affecting performance to the attention of the COTR as soon as possible. Verbal reports shall be followed up with written reports, when directed by the COTR, within 24 hours.
- The contractor shall provide, in writing to the COTR, the results of all meetings with the client that affect and/or change conditions or result in additional agreements or requirements. The contractor shall not perform any work outside the scope or requirements of this PWS and resultant order without express written approval of the CO.

5. PERFORMANCE.

5.1. Work is to be accomplished through the General Services Administration (GSA), Federal Acquisition Service (FAS), Great Lakes Region, through its contract with the selected contractor. Certification by the Government of satisfactory services provided is contingent upon the contractor performing in accordance with the terms and conditions of the referenced contract, this document, the approved technical and price quotes, and all amendments. The client's representative, GSA's representatives, and the contractor's representative(s) shall meet when deemed necessary at the client's request. The client representative, the GSA representatives, and the contractor's representative may meet at the place determined by the client representative and GSA representatives.

5.1.1. Kickoff Meeting. Within 30 days of contract award, the Contractor shall initiate work on this task order by meeting with key client agency representatives to ensure a common understanding of the requirements, expectations, and ultimate end products. The contractor shall discuss the overall understanding of the project and review the background information and materials provided by the client. Discussions will also include the scope of work, deliverables to be produced, how the efforts will be organized and project conducted; assumptions made/expected and results. A concerted effort shall be made to gain a thorough understanding of the client agency expectations. However, nothing discussed in this or in any subsequent meetings or discussions between the client and the Contractor shall be construed as adding, deleting, or modifying any task order requirements, including deliverable specifications and due dates.

5.2. Period of Performance. The base period of performance will be 01 Mar 10 through 28 Feb 11. The contractor's quote shall also include four option periods based on a calendar year, which may be exercised at the client's request based upon the Government's continuing need, past performance and funding availability.

5.3. Place of Performance. It is anticipated that the primary place of performance for all task activities will be primarily off-site at contractor facilities; however, there may be a limited number of Government work spaces available on-site at Scott AFB. Due to the uncertainty of the place of performance, the contractor shall provide an off-site rate and an on-site rate for all positions included within the contractor quote. The selection of the work site (on-site or off-site) for each position will be at the Government's discretion. The off-site contractor facilities shall be located within 50 miles of Scott AFB, IL. Telecommuting may be allowed on a limited basis at the government's discretion and must be pre coordinated with the branch and division chiefs. Telecommuting will not be allowed while actively preparing for a trip and the contractor must be reachable by phone and e-mail. Travel may be required for all CLINs.

5.3.1. Travel. The contractor shall support all travel requirements. Historical travel information is being released with the request for quote as attachment E for informational purposes only.

5.3.1.1. Destinations. Travel may be required to CONUS and OCONUS locations to perform task requirements, including contingency locations as described in this PWS, and may include austere, deployed environments. Contractor personnel shall possess valid US passports and shall be able to obtain visas for countries worldwide. Visas shall only be purchased upon contractor receipt of written direction provided by the Contracting Officer. The Government and contractor in joint effort will make arrangements for Official Passports after written coordination. The required travel may include multiple consecutive visits during a single trip resulting in travel trips that may extend up to eight weeks in duration.

- 5.3.1.2. Approval and Arrangements. Contractor travel arrangements shall be made by the contractor. All travel expenses incurred in support of task performance will be reimbursable in accordance with the Joint Travel Regulations. The Government will provide trip schedules and travel requests to the contractor. The contractor shall provide complete cost estimates to the Government for all trips upon receipt of trip schedules and travel requests.
 - 5.3.1.3. Compensation. When contractors are traveling they may charge labor hour rates for the time spent in travel status, not to exceed 8 hours per day when traveling in CONUS or within any single theater of operations, and not to exceed 12 hours per day when traveling between the various theaters of operations and CONUS. When deployed to Air Force Central (AFCENT) and traveling intra-theater, or when awaiting intra-theater transportation, the actual travel or waiting time may be billed, not to exceed 8 hours per day.
- 5.3.2. Deployments. (FAR 252.225-7040 - "Contractor Personnel Authorized to Accompany U.S. Armed Forces Deployed Outside the United States" applies).
- 5.3.2.1. At the Government's discretion, some trips will be combined to make trips of up to eight weeks in duration. 38 CYRS is required to deploy to contingency locations in all theaters of operation with multiple teams on an as needed basis where contract support may be required in up to 8-week increments.
 - 5.3.2.2. Medical requirements, specific shots and immunizations, and special medical tests that are only available from the Government and are required for deployment, shall be provided by the Government at no cost. All other medical requirements costs will be reimbursed to the contractor but must be approved in advance by the Government in writing. Being mission-essential, the contract employees may deploy to Priority Group 2 High Threat Areas, identified in USD Personnel and Readiness Memo on (U) Revision of Priority 3 Anthrax and Stage 2 Smallpox Vaccinations for Follow-on Forces, 14 Feb 03 (S). Consequently, the Contractors shall comply with the requirements of AF FARS 5352.223-9002 (Apr 2003).
 - 5.3.2.3. The Government will provide chemical warfare training and suits including gas masks and inserts if required deployment to Medium and High Threat Areas.
- 5.4. Hours of Work. On-site contractor support shall be available during customer agency normal operating hours (06:00L - 18:30L). While at home station, work shall generally consist of 40-hour workweeks, Monday through Friday, excluding federal holidays. The contractor personnel shall observe all Federal holidays and Government "down days". The contractor shall provide for non-standard duty hours support on an as required basis. Non-standard duty hours and additional hours for work to be performed (to include work beyond the standard 40-hour work week, work on holidays, and work on down days) is common while traveling and shall be coordinated with an authorized Government representative prior to labor hours expenditure. Such coordination may include the utilization of compensatory time to offset such hours.
- 5.5. Personnel Retention. The Contractor shall make every effort to retain personnel in order to ensure continuity until contract completion. If it should become necessary to substitute or replace personnel, the Contractor shall immediately notify the COTR in writing of any potential vacancies and shall submit the resume(s) of replacement personnel within 14 calendar days of the notification. The Contractor shall submit the resume(s) of all potential personnel selected to perform under this contract to the COTR through ITSS for Government review and acceptance/rejection. Upon Government acceptance of a personnel resume(s), the candidate shall be available to begin performance within 14 calendar days. The contractor shall ensure

continuity of operations during periods of personnel turnover and long-term absences. Long-term absences are considered those longer than one week in duration.

5.6. Estimated Staffing Level. For indicating the scope of work only, the core initial staffing levels in terms of Full-Time-Equivalent (FTE) positions are identified below. The total annual number of labor hours for each FTE position with the exception of "SCOPE EDGE Traveling" positions shall be 1,880. The total annual number of labor hours for each "SCOPE EDGE Traveling" position shall be 2,300. It is anticipated that the workload will fluctuate based on fluid schedule requirements; therefore, the contractor shall include provisions for optional support throughout the task order life cycle. The actual time frame for the optional support implementation will be dependent upon actual scheduling requirements.

| Position | Period | Initial Positions | Additional Positions to be Proposed in (1) FTE Increments | Potential Total FTE |
|-------------------------------|--------|-------------------|---|---------------------|
| Contract/Program Manager | Base | 1 | 0 | 1 |
| SCOPE EDGE -Traveling | Base | 24 | 18 | 42 |
| Support - CMM | Base | 1 | 1 | 2 |
| Support - TCM | Base | 1 | 1 | 2 |
| Support - Database | Base | 1 | 0 | 1 |
| Support – SCOPE EDGE Analysis | Base | 3 | 0 | 3 |
| Totals | Base | 31 | 20 | 51 |
| | | | | |
| Contract/Program Manager | OP#1 | 1 | 0 | 1 |
| SCOPE EDGE -Traveling | OP#1 | 24 | 24 | 48 |
| Support - CMM | OP#1 | 1 | 2 | 3 |
| Support - TCM | OP#1 | 1 | 2 | 3 |
| Support - Database | OP#1 | 1 | 0 | 1 |
| Support – SCOPE EDGE Analysis | OP#1 | 3 | 0 | 3 |
| Totals | OP#1 | 31 | 28 | 59 |
| | | | | |
| Contract/Program Manager | OP#2 | 1 | 0 | 1 |
| SCOPE EDGE -Traveling | OP#2 | 24 | 30 | 54 |
| Support - CMM | OP#2 | 1 | 3 | 4 |
| Support - TCM | OP#2 | 1 | 3 | 4 |
| Support - Database | OP#2 | 1 | 0 | 1 |
| Support – SCOPE EDGE Analysis | OP#2 | 3 | 0 | 3 |
| Totals | OP#2 | 31 | 36 | 67 |
| | | | | |
| Contract/Program Manager | OP#3 | 1 | 0 | 1 |
| SCOPE EDGE -Traveling | OP#3 | 24 | 36 | 60 |
| Support - CMM | OP#3 | 1 | 4 | 5 |
| Support - TCM | OP#3 | 1 | 4 | 5 |
| Support - Database | OP#3 | 1 | 0 | 1 |
| Support – SCOPE EDGE Analysis | OP#3 | 3 | 0 | 3 |
| Totals | OP#3 | 31 | 44 | 75 |
| | | | | |
| Contract/Program Manager | OP#4 | 1 | 0 | 1 |
| SCOPE EDGE -Traveling | OP#4 | 24 | 42 | 66 |

| | | | | |
|-------------------------------|------|----|----|----|
| Support - CMM | OP#4 | 1 | 5 | 6 |
| Support - TCM | OP#4 | 1 | 5 | 6 |
| Support - Database | OP#4 | 1 | 0 | 1 |
| Support – SCOPE EDGE Analysis | OP#4 | 3 | 0 | 3 |
| Totals | OP#4 | 31 | 52 | 83 |

NOTE: The additional FTE positions are to be proposed as separately priced options for the periods identified.

6. GOVERNMENT FURNISHED EQUIPMENT/INFORMATION/ACCESS. The government will provide the following resources to the contractor for task performance:

- If Government work space is made available, the Government will provide all necessary normal office equipment (office work area, telephone, access to fax, computer, e-mail account, software, base network access, etc.) and test equipment.
- The Government will provide photo identification, such as Common Access Card and Restricted Area Badge (as required). The contractor shall comply with all requirements necessary to obtain a CAC and Restricted Area Badge.
- The Government will provide access to available technical information (i.e. standard configuration, DOD directives, Air Force directives) as required for the performance of this task order.
- All Government-provided products and facilities remain the property of the Government and shall be returned upon completion of the support services. Contractor personnel supporting this requirement shall return all items that were used during the performance of these requirements by the end of the performance period.
- All documented processes, procedures, tools and applications, developed under this PWS become the property of the Government. The Government shall have unlimited rights to these documents. Modification and distribution of end products for use at other installations will be at the discretion of the Government.
- All text, electronic digital files, data, new capabilities or modification of existing applications, source code, documentation, and other products generated, modified or created under this contract shall become the property of the Government. The information shall be returned to the Government unless otherwise specified herein.

Except for those items specifically identified above, the Contractor shall furnish all other resources necessary to comply with task requirements.

Contractor personnel shall comply with AF directives relating to the use and safeguarding of all Government resources.

The contractor shall use reasonable care to avoid damaging existing buildings, equipment, and vegetation on the Government installation. If the contractor's failure to use reasonable care causes damage to or loss of any Government property, the contractor shall replace or repair the damage at no expense to the Government as the CO directs. If the contractor fails or refuses to make such repair or replacement, the contractor shall be liable for the cost, which may be deducted from the task order price.

7. SECURITY.

7.1. Clearance. All contractor personnel assigned to this task shall be a United States citizen and shall possess a minimum of a Secret security clearance at the time of quote submission and task order award. At least 10% of SCOPE EDGE traveling contractors in each functional area, not less than one per functional area, shall possess a TS clearance and be SCI eligible. Interim TS security clearances are not acceptable. All contractor personnel shall comply with DoD, Air

Force, and 38 CYRS directives, and be provided access to instructions by the government. Instructions shall cover building access and protection of the government resources.

7.2. Network Access Requirements. Within the first week of being assigned to the resultant task order, all contractor personnel shall pass a Information Protection Certification test. Passage of the Network User License test is required to obtain a Network User License certificate. A Network User License certificate is required prior to obtaining a username/password and e-mail account. Subsequent to being assigned to the resultant task order, all contractor personnel shall establish Secret Internet Protocol Routed Network (SIPRNet) accounts through normal Government channels. SIPRNet access is required for access to classified e-mail and classified websites in support of SCOPE EDGE requirements.

7.3. Entrance Procedures. All contractor personnel shall comply with established security procedures for entering an installation and its facilities, including special security procedures for entry to restricted or controlled areas. The Contractor shall obtain the necessary badges, etc., for entry to restricted or controlled areas, if necessary, to meet the requirements of this PWS.

7.4. Badges. The contractor is required to provide identification badges for their employees. All contractor personnel shall wear these badges while on duty on the government site. Badges are required to identify the individual, company name, and be clearly and distinctly marked as contractor. Size, color, style, etc. are to be mutually agreed to by contractor and Government.

7.5. Identification of Non-Disclosure Requirements. Due to the sensitive nature of the data and information being worked with on a daily basis, all contractor personnel assigned to the task order are required to complete the Government provided non-disclosure statement (PWS attachment F) within 30 calendar days after task order award to ensure information that is considered sensitive or proprietary is not compromised. Signed non-disclosure statements shall be provided to the COTR.

7.6. Privacy Act. Work on this project requires that personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

7.7. Safety. The Contractor shall comply with all local safety regulations and procedures in effect at the respective installation locations.

8. ADMINISTRATIVE CONSIDERATIONS.

8.1. Government Representatives:

USAF Client Representative (Primary)
Mr. Mark D. Plegge
38 CYRS
618.229.6793
mark.plegge@us.af.mil

USAF Client Representative (Alternate)
Ms. Jacqueline M. Stidham
38 CYRS
618.229.5901
jacqueline.stidham@us.af.mil

GSA Contracting Officer's Technical Representative
Wendi Borrenpohl
1710 Corporate Crossing, Ste. 3
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618.622.5806
wendi.borrenpohl@gsa.gov

GSA Contracting Officer
Yjuania Still
1710 Corporate Crossing, Ste. 3
O'Fallon, IL 62269
618.622.5809
Yjuania.still@gsa.gov

8.2. Procedures for Payment.

8.2.1. Performance Based Payment Percentages. The attached SDS is provided to identify the performance objectives and respective payment percentages based on relative importance to total task performance. This document also identifies the Government's proposed surveillance assurance methodology.

8.2.2. Submission. Invoices shall be CLIN structured (the CLIN structure shall include labor and travel for all CLINs). Invoices are due no later than the 10th calendar day of the month following the reporting period. The contractor shall submit the invoices and supporting documents, through ITSS simultaneously with the MSR (as an acceptance item) to allow the client and the COTR to electronically accept and certify services received by the client representative. The contractor is authorized to invoice only for the services and travel ordered by GSA and provided in direct support of the client's project requirements. In addition, the contractor shall either submit a hard copy of the invoice to the GSA finance office (address identified on the Standard Form 300) or submit an electronic copy of the invoice to the GSA finance web site by the 10th calendar day of the month following the reported period.

8.2.3. Failure to comply with the procedures outlined may result in payment being delayed at no additional cost to the Government.

8.3. Personal Service. The client determined that use of the GSA requirements contract to satisfy this requirement is in the best interest of the Government, economic and other factors considered, and this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal Services Contract".

8.4. Section 508. All services and products provided in response to the requirements identified in the attached Statement of Work shall comply with Section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d), and the Architectural and Transportation Barriers Compliance Board Electronic and IT (EIT) Accessibility Standards (36 CFR part 1194).

8.5. Pricing Terms. All pricing and pricing terms of this purchase will be governed by the GSA Alliant contract. No open market items allowed, except for travel other direct cost (if required). The contractor's quote shall also contain the GSA Alliant contract number and contract expiration date. Discounts from contract prices are encouraged.

8.5.1. The Government has prepared and provided a price quote template that shall be used for price quote preparation purposes. All contractor price quotes shall be prepared and submitted via the template provided.